Quick user guide for the Zebrix Queue Manager (QMS) desktop application

1. Install the Zebrix Queue Manager (QMS) desktop application

Presentation

The Zebrix Queue Manager (QMS) desktop application allows a counter to manage its queue. The application must be installed on the workstation of each counter.

1 Prerequisites

1.1 Material

The Zebrix Queue Manager desktop application only works on a Windows (PC) environment

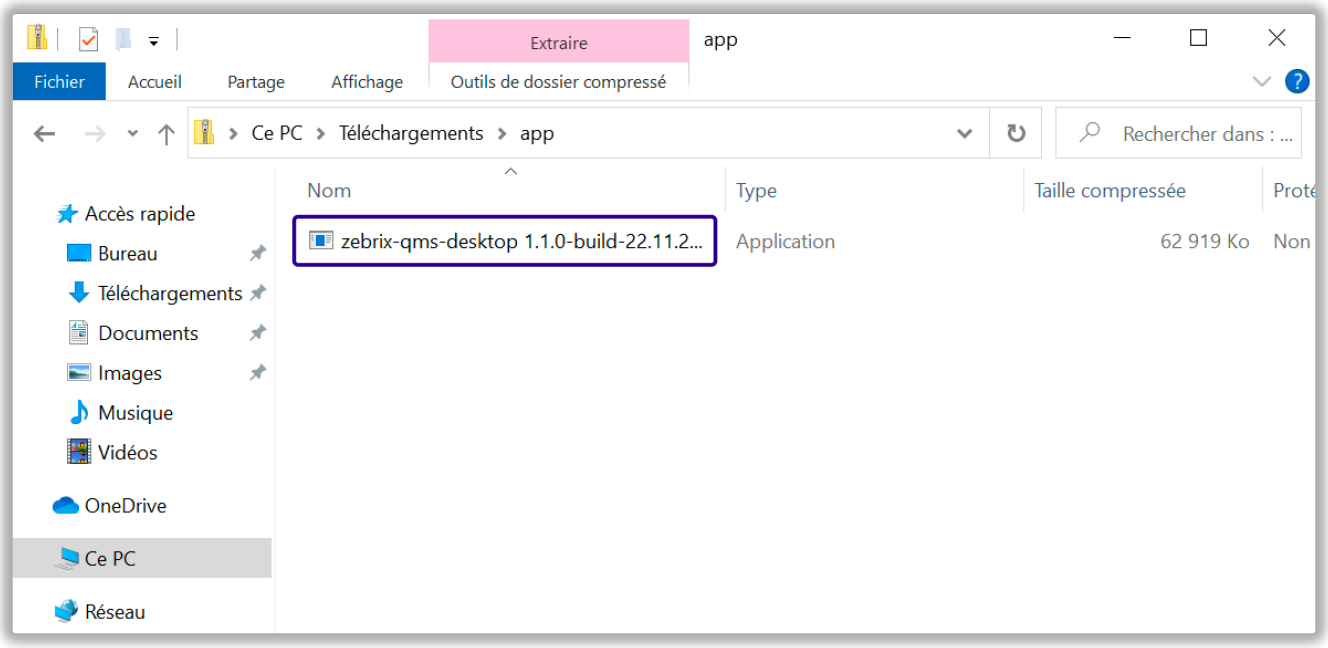
1.2 App download

To obtain the application, you must log in to the QMS web application online at the following address https://qms.zebrix.net and log in with your credentials. You can trigger the download of the application by clicking on the **Download app** button or by clicking on the following link https://qms.zebrix.net/app.zip

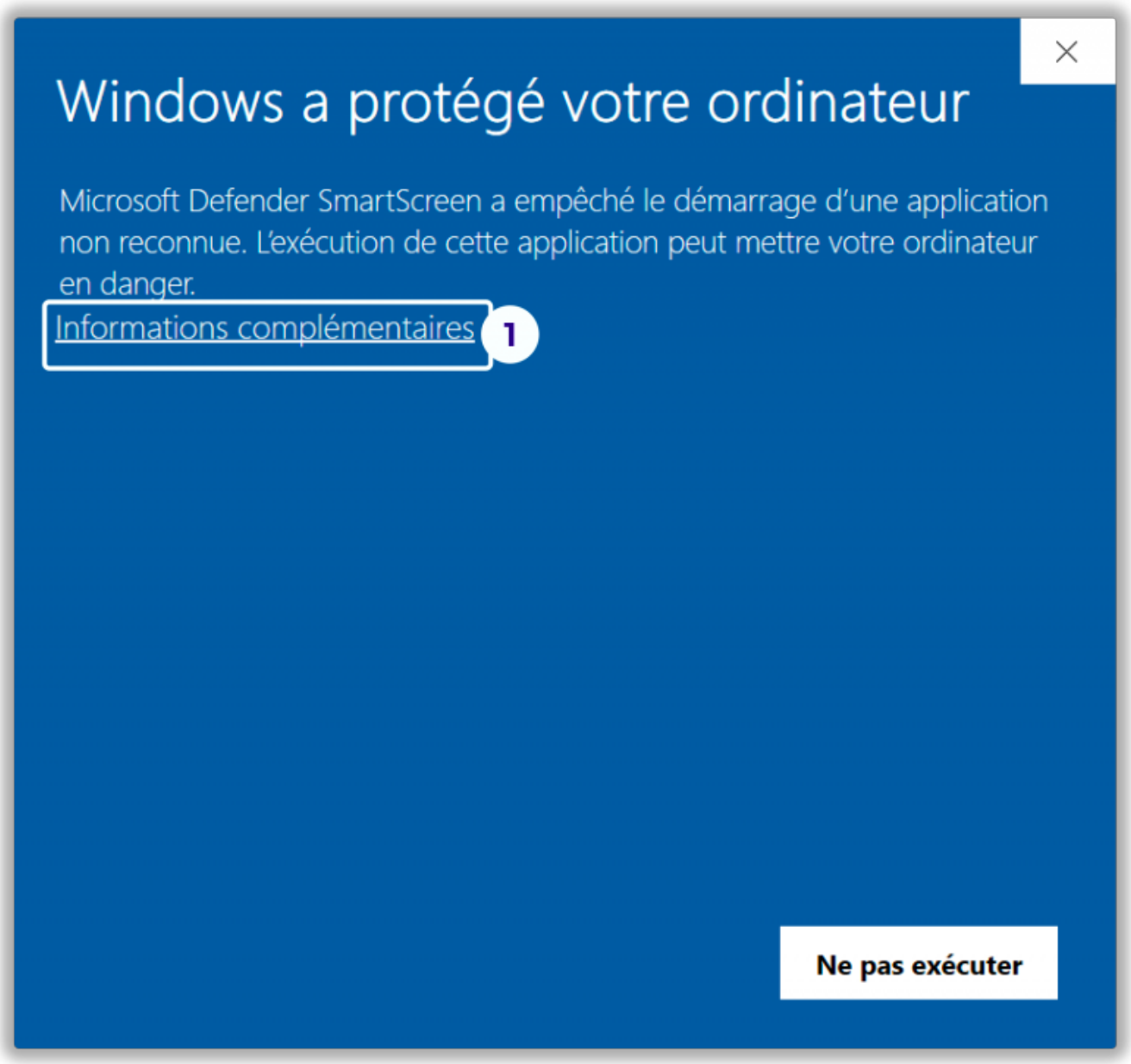


You will then need to go to the compressed ".rar" zebrix-qms-desktop folder uploaded to your computer, extract it with a right click on the file, extract the file.

1.3 Running the application

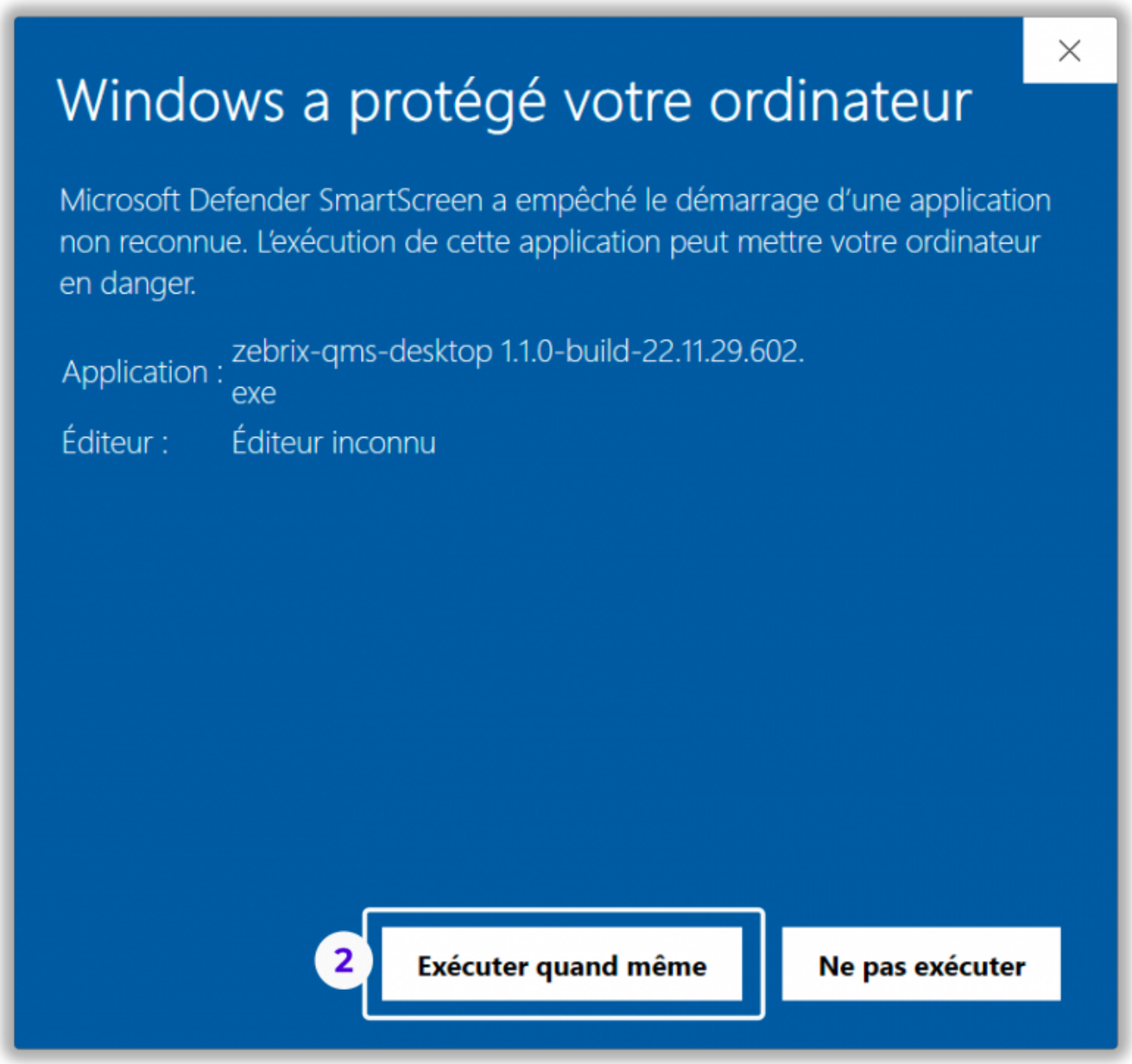


Double-click the extracted file to start the installation. It is possible that an alert message is displayed, the Windows fire wall may react to the installation of this new application.



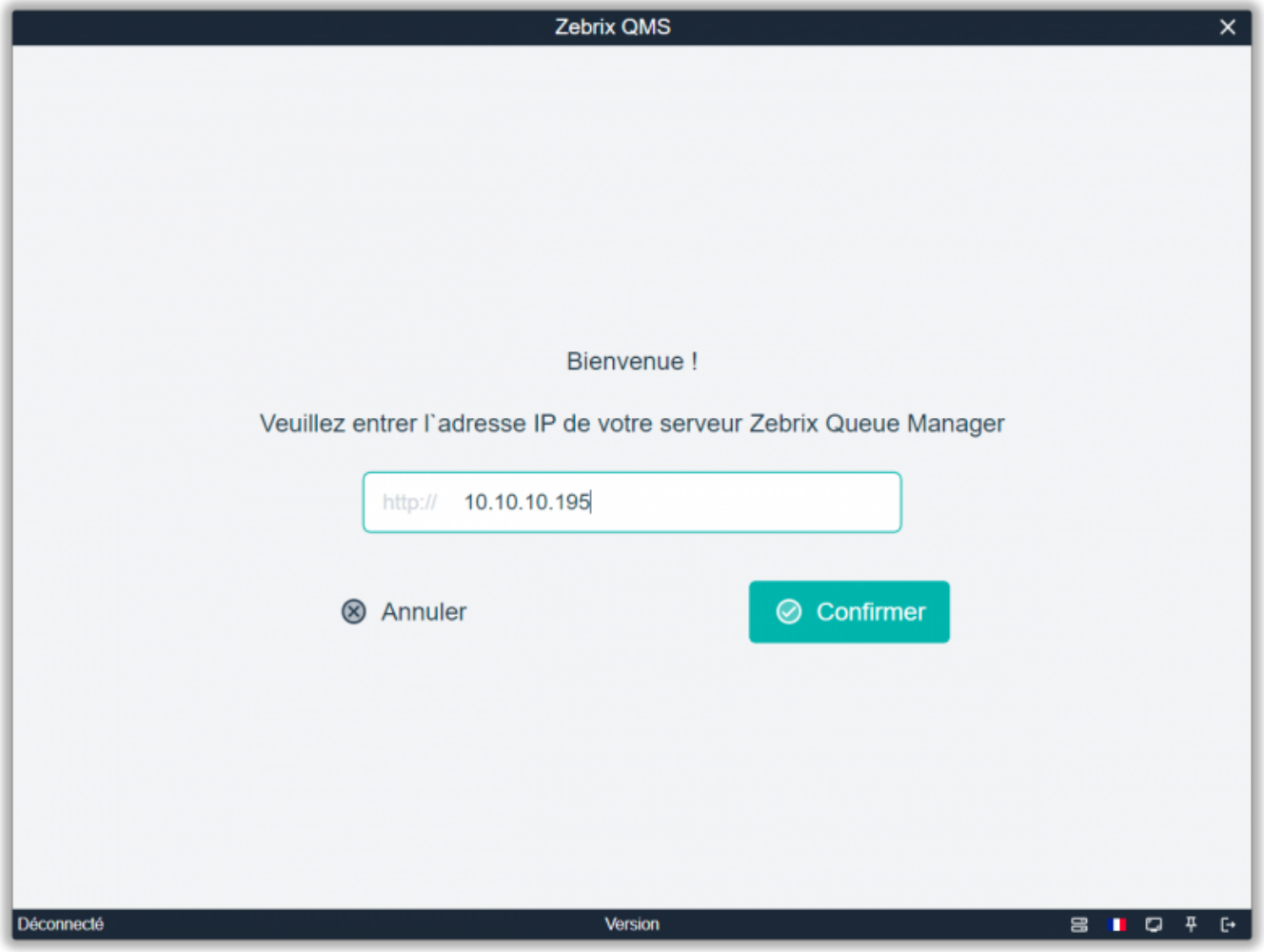
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You will need to click on additional information to discover the **Run anyway** button and finally click on it to complete the launch



2 Configuration

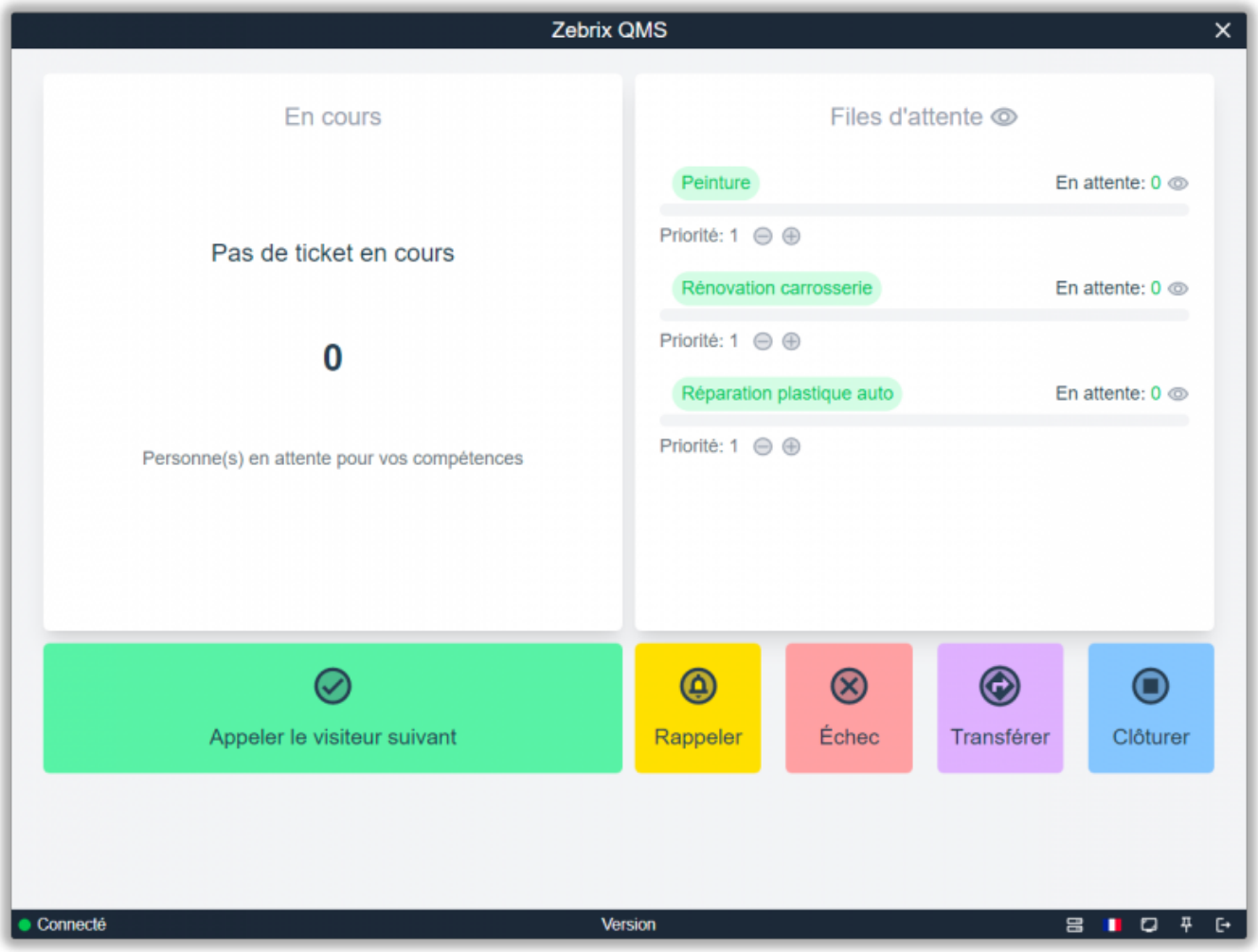
When launched, the application asks you to enter the IP address of your Zebrix Queue Manager server, enter it and click confirm. **The IP address of the server has normally been communicated to you**, otherwise contact your support.



Then choose the window to control, then click on confirm.

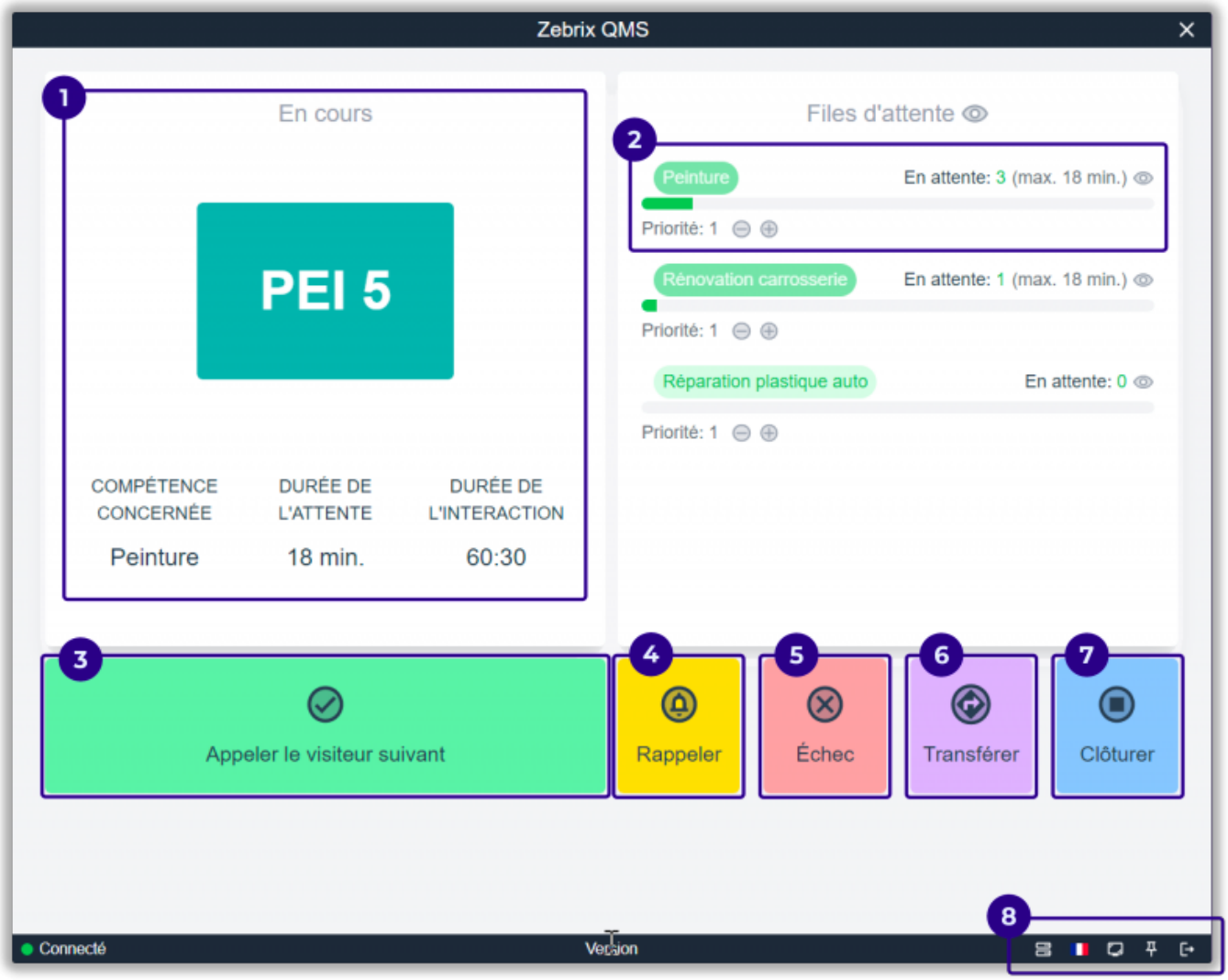


The counter is ready to operate



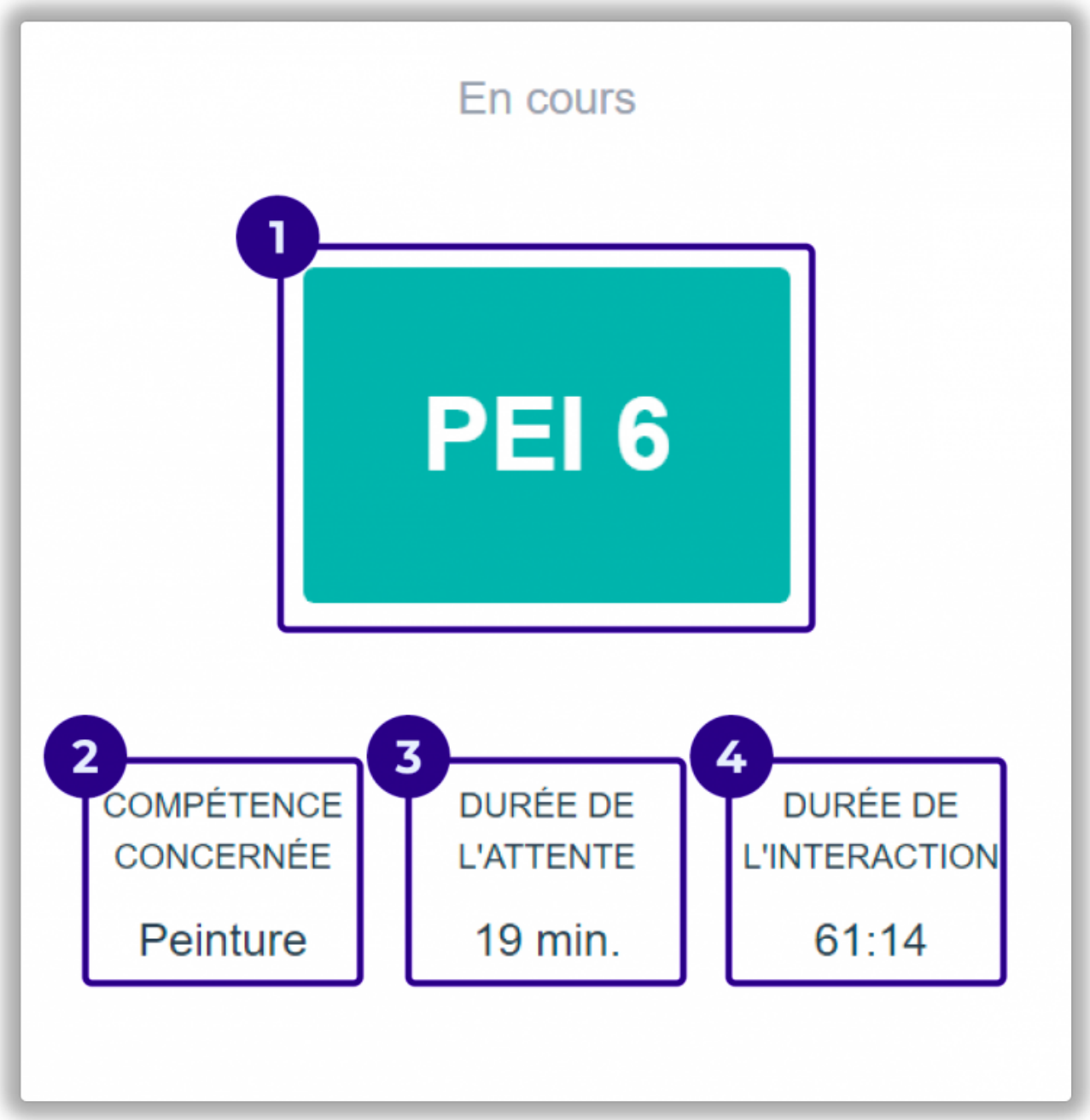
3 Interface

Presentation



1	**Ticket in progress**	Indicates information about the ticket currently being processed
2	**Queue by skill**	Indicates the number of tickets waiting by skill
3	**Call next visitor button**	This button closes the current ticket and goes directly to the next ticket
4	**Recall button**	This button reissues the ticket alert for the current ticket
5	**Failure button**	When the visitor has not shown up, this button allows you to move on to the next ticket
6	**Transfer button**	This button allows you to transfer the ticket to another counter
7	**Close button**	This button ends the current ticket, but pauses the ticket window until the call next visitor button is triggered
8	**Settings**	language, display, logout settings

Ticket in progress



1	**Current ticket number**	Number present on the visitor's ticket
2	**Skill concerned**	Skill linked to the current ticket
3	**Wait Duration**	Estimated Wait Duration
4	**Interaction duration**	Ticket processing time

Queues

1	**Skill tile**	Gathering information from a skill's queue
2	**Skill Name**	
3	**Skill priority**	The **+** and **-** buttons allow you to change the priority of the skill

4	**Number of tickets waiting in the skill**	The estimated waiting time is also indicated

Settings



1	**Server selection**	Allows you to enter the QMS server IP
2	**Language selection**	Allows you to choose the interface language
3	**Desktop application display**	Allows you to display the application in a more condensed form on the screen
4	**Pin**	Allows you to freeze the app on the desktop
5	**Logout**	Allows you to log out of the desktop app

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